

➤ Introduction to E-Government

Exercise 03 - Analysing projects regarding Portal Concepts

Group 05

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Agenda

- Examining the portal and describe the main functionalities the portal offers
- Investigate whether there are media breaks along the service offered, e.g. between front-office and back-office
- examining whether the project implements the concept of one-stop government and the life-events concept and describe how
- examining how the back-end actors are integrated into a networked government structure

Main functionalities of the portal : LifeSG

LifeSG is one of the Strategic National Projects under Singapore's Smart Nation initiative aiming at providing a suite of services to citizens by integrating and bundling services across government agencies via a mobile app.

- Exploring Governmental services – Citizens can explore and access more than 100 Government services.

Information is grouped based on topics of interest such as;

- Family and parenting – Registering child's birth, applying for baby bonus, keep track of medical records of children
- Work and employment – provide job seeker guides with useful resources, advise and support for job search
- Healthcare
- Housing and property – Report issues with neighborhood
- Financial support – provides finance schemes lower income individuals, unemployed and self- employed citizens

- Personalized dashboard – users can customize the dashboard according to their preferences to discover recommended content and access guides to simplify the process
- Benefits and support module – displays personalized information on Government benefits and schemes that users are eligible to apply
- Provides consolidated profile to retrieve and view personal information from multiple public agencies
- Inbox and appointment – provide step-by-step guides to perform government transactions. Users are notified about the announcements and follow up with tasks of the pending transactions via inbox and appointment feature allows to get reminders of upcoming appointments and events signed up through the App

Investigating whether there are media breaks along the service offered, e.g. between front-office and back-office

In context, Singapore's LifeSG portal that provides numerous mentioned services and information to citizens:

The Front Office would be the LifeSG portal's user interface, and the functionalities include the:

- Authentication.
- The request of services.
- Access to relevant information.
- Form submission.
- Access to more than 100 government services.

The Back Office involves the government agencies or departments responsible for delivering the services citizens request using the portal user interface. In short, the back office refers to internal government systems that fulfil citizens' requests or transactions.

Also, a bridge between the front and back office called mid-office transfers the relevant requests from the front office (user interface) to relevant back-office systems (pre-processing and validation).

To this end, in a portal function, a media break happens when there is a transition of tasks, data, or information between the citizen-facing interface (front office) and the internal government system or processes of the back office, due to manual intervention, system integration, and data transfer.

1 - Manual intervention or review: this is a prominent reason for media break in LifeSG, as the portal provides more than 100 services to citizens. Most require manual intervention by the departments and relevant government officials. This creates a media break as the submitted request from the front office requires manual validation by the back office - E.g., Permit or License Applications, Benefit Claims or Subsidy Applications, Personal Data Amendments or Corrections

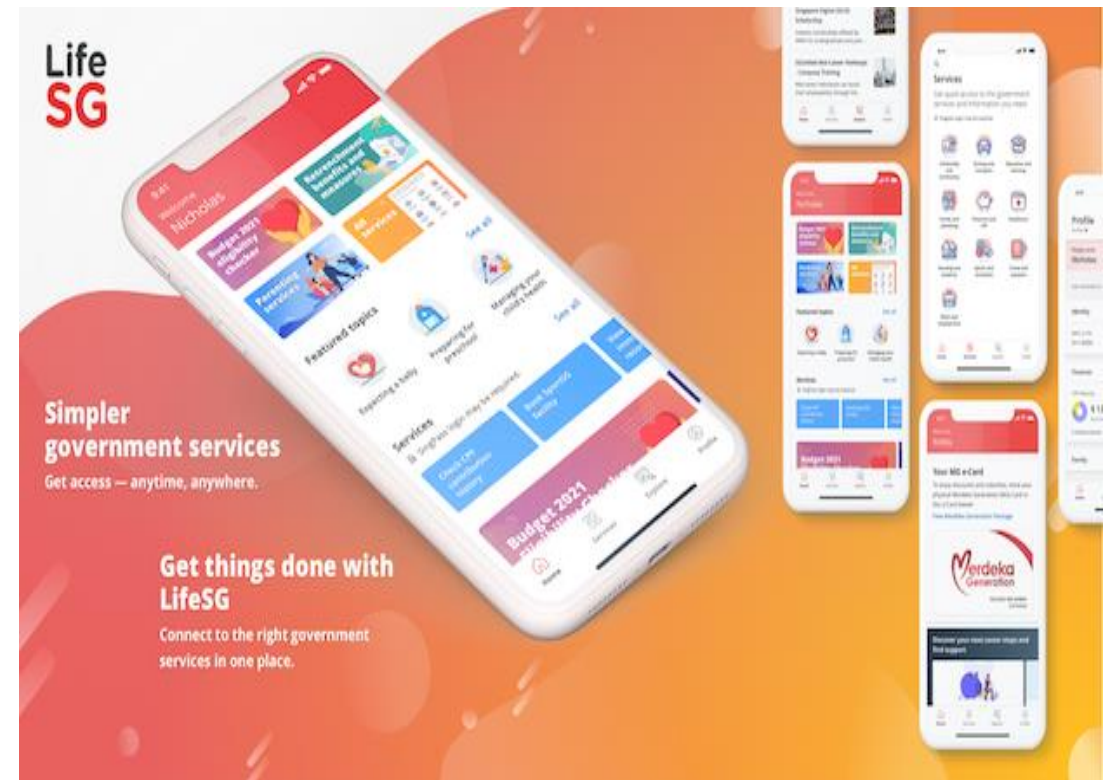
2- Data Submission and Processing in LifeSG: When citizens submit their request through the portal interface, there may be a media break as the portal provide more than 100 services. Hence the data transmission from the front office to the Relevant back office involves different communication channels.

3- Coordination: The services provided by the LifeGS portal involve interagency coordination among different municipal departments. Media breaks could happen while exchanging information between departments. The leading causes of such coordination media breaks are, ensuring data security and privacy, process alignment between relevant departments, and transferring citizen data.

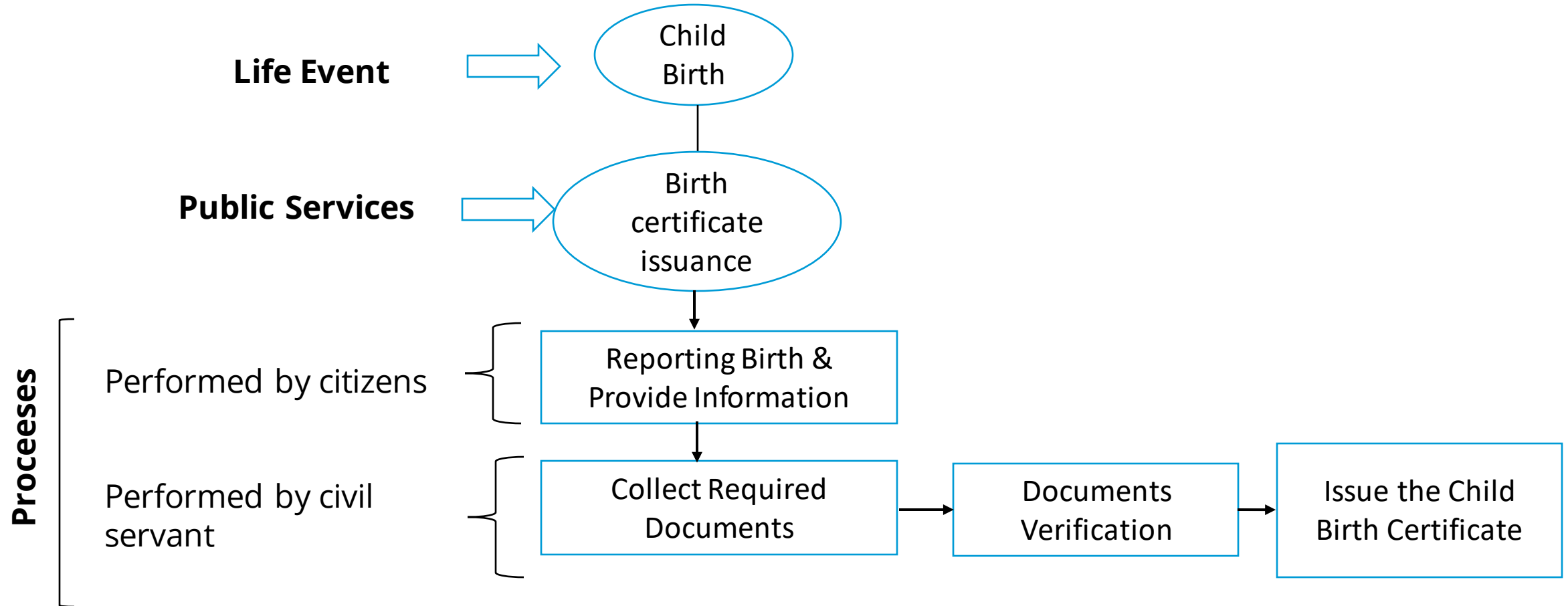
Examining whether the project implements the concept of one-stop government

LifeSG - An initiative of Smart Nation

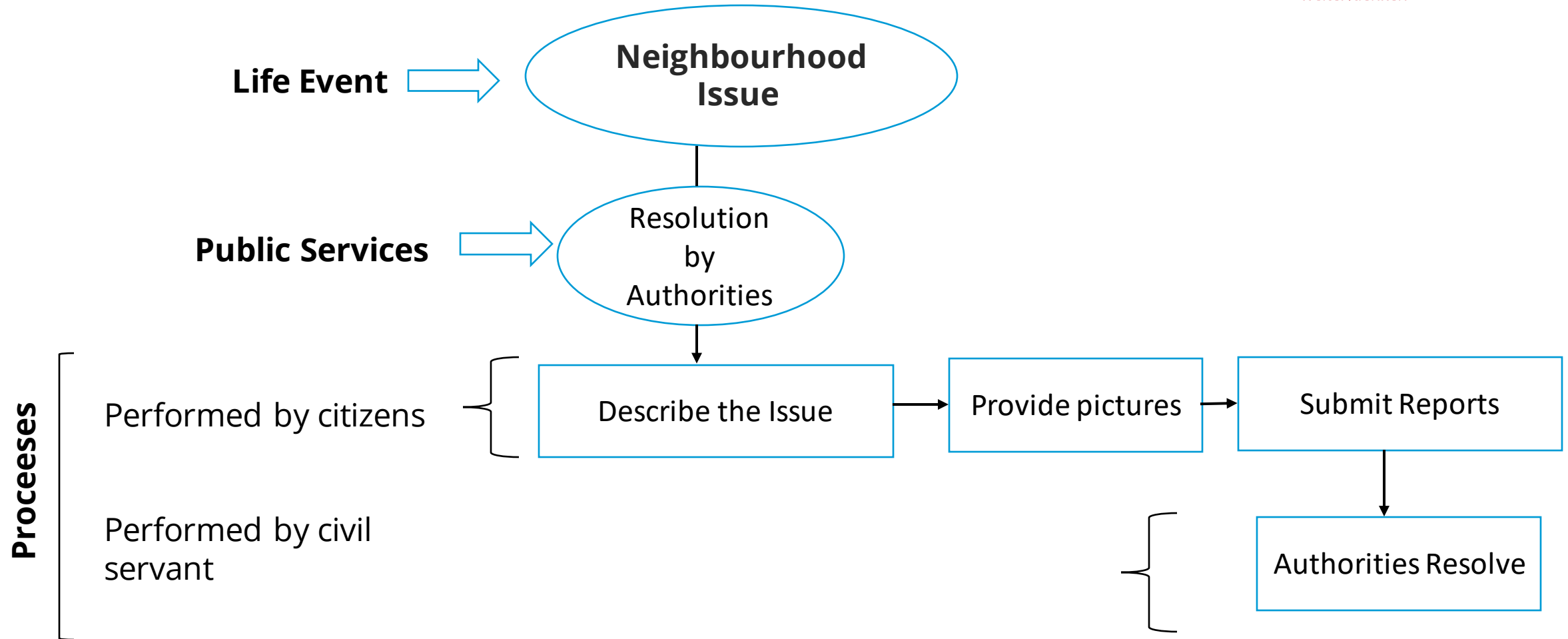
- LifeSG is a one stop government mobile application which provides a wide range of services to public of Singapore.
- Services offered
 - Registering child's birth
 - COVID-19 Services
 - Marriage Registration services
 - Assistance with buying property
 - Employing a foreign nanny and many more



LifeSG - Life-events concept



LifeSG - Life-events concept



Examining how the back-end actors are integrated into a networked government structure

To integrate the back-end actors into the network government in the portal context, various components and processes involved in connecting and coordinating these actors should be considered.

- 1- **System Integration:** The back-end actors of the eGov portal are different public departments, agencies, and systems. Hence, establishing proper connections is essential to facilitate data exchange among the mentioned actors. This could be done through interoperability standards, APIs, and middleware solutions.
- 2- **Data Exchange and Interoperability:** Back-end actors rely on data exchange to deliver efficient services. Hence, data and interoperability standards play a crucial role in sharing and understanding the data across different systems.
- 3- **Privacy and Security Aspects:** It's crucial to ensure the privacy and protection of sensitive data during back-end integration; These security measures, including encryption, authentication, and authorization, should be considered to maintain trust in the system.
- 4- **Business process integration:** It's essential to optimize the business processes and workflows among back-end actors for the integration process. Mapping the end-to-end operations of the relevant back-end eGov entities responsible for service delivery help identify bottlenecks, dependencies, and opportunities for process optimization. BPM methodologies can aid in automating processes leading to efficient coordination among back-end actors.

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➤ Thank you for your attention